IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of : O'KEEFFE, Michael et al.

Serial No. : 10/741,519

Filed: December 22, 2003

For : Remote control of a contact within a contact

centre

Examiner : GAUTHIER, Gerald

Art Unit : 2614

Confirmation No. : 4453

Attorney Docket No. : 920673-95341

PETITION FOR EXTENSION OF TIME

Honorable Director of Patents and Trademarks P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In accordance with the provisions of 37 C.F.R. §1.136, the applicant hereby petitions for an extension of time of one month to respond to the Office Action of March 21, 2008. Response will therefore be timely if filed with the Patent and Trademark Office no later than July 21, 2008.

In accordance with the provisions of 37 C.F.R. §1.17, the required fee of \$120.00 should be deducted from Deposit Account No. 12-0913.

July 21, 2008 Respectfully submitted,

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